[0567] When the user selects to confirm a repair, after the protection plan information is identified, the POD can be evaluated after receiving it in the evaluation area. Based on the evaluation the repair is either confirmed or a deficiency is detected. If confirmed, then a confirmation can be sent to the user. If a problem with the repair is detected, then the user may be out in contact with an operator.

[0568] When the user selects to return a loaner phone, after the relevant protection plan is identified, the loaner phone is evaluated in the evaluation area. If the evaluation determines that the loaner phone is in good condition, then the loaner is taken possession of by the evaluation system. If the evaluation determines that the loaner phone has an issue (e.g., excessive depreciation, returned phone is different from the loaned phone, inoperative phone, etc.), the user is connected to an operator.

[0569] When the user selects chooses (e.g. in the main menu) to perform a post repair inspection, the processing may proceed by identifying the repair (e.g. based on IMEI, repair id, email, invoice, etc.) and determine whether the repair is under a protection plan. The POD then may be evaluated while placed in the evaluation area, and is either confirmed or a problem is detected.

[0570] In some embodiments, the evaluation device and the evaluation area can be separate. For example, the evaluation device may be a smartphone, tablet, or computer with software instructions and one or more cameras for taking images of a POD that is placed on a temporary evaluation area, ideally creating a uniform background, such as a white piece of paper, cardboard, table surface, etc. In such embodiments, the evaluation device and its embodied software application may make use of a specific user interface for guiding the user in positioning the evaluation device at the appropriate location(s) in space for it to be able to take usable pictures of the POD. In some embodiments, the evaluation device and its image capture and/or evaluation processes use computer vision and/or augmented reality methods and sensors, for example the gyroscope and/or the accelerometer. In such embodiments using computer vision and/or augmented reality methods and sensors, the evaluation device through the help of the embodied software application in the evaluation device may provide on screen instructions on how to best position the evaluation device so that it can take proper image, for instance, by indicating the user to move the device at a certain angle, at a certain distance and/or at a certain position.

[0571] Although particular embodiments have been described above, a person of skill in the art having been provided with this disclosure, would appreciate aspects of the different embodiments may be used in various combinations to realize still other embodiments of the POD evaluation system and enhanced services.

[0572] While the embodiments presented herein have been described in detail, the foregoing description is in all aspects illustrative and not restrictive. It is understood that numerous other modifications and variations can be devised without departing from the scope of the disclosed embodiments.

What is claimed is:

1. An apparatus for evaluating previously-owned electronic devices, comprising:

an evaluation area configured to temporarily include within it a previously owned electronic device;

one or more cameras arranged to capture images of the previously owned electronic device within the evaluation area; and

a processor configured to:

evaluate the previously-owned electronic device using at least the one or more cameras; and

based on the evaluation, provide at least one of a repair quote, a protection plan quote, a protection plan claim, a certification, or a promise to purchase for the previously-owned electronic device.

2. The apparatus according to claim **1**, further comprising:

a vault for temporarily storing the evaluated previously-owned electronic device.

3. The apparatus according to claim **2**, wherein the processor is further configured to provide for an owner of the previously-owned electronic device to trade the evaluated previously-owned electronic device, and to facilitate storing the traded previously-owned electronic device in the vault.

4. The apparatus according to claim **1**, the processor is further configured to provide said at least one of a repair quote, a protection plan quote, a protection plan claim, a certification, or a promise to purchase for the evaluated previously-owned electronic device, in coordination with a central server and/or remote operator.

5. The apparatus according to claim **4**, wherein the central server is configured to retrieve stored previous evaluation session information of the previously-owned electronic device based on unique identification of the previously-owned electronic device as determined in the current evaluation.

6. The apparatus according to claim **5**, wherein the central server is further configured to use microdefects and/or micro-differences detected in images of the previously-owned electronic device at least in part as the unique identification.

7. The apparatus according to claim **5**, wherein the processor is further configured to command a user to input a code for displaying an IMEI of the previously-owned electronic device, and wherein the central server is further configured to use the IMEI captured from a screen of the previously-owned electronic device at least in part as the unique identification.

8. The apparatus according to claim **1**, the processor is further configured to provide said at least one of a repair quote, a protection plan quote, a protection plan claim, a certification, or a promise to purchase for the previously-owned electronic device, in coordination with a third party service provider via a service interface.

9. The apparatus according to claim **1**, wherein the processor is further configured to provide a protection plan quote or a protection plan claim for the evaluated previously-owned electronic device, and wherein the processor is further configured to:

detect one or more pre-existing defects on the pre-owned electronic device based on the evaluation;

determine, in accordance with a context information stored in a memory and based on the identified defect information, whether or not to provide a protection plan quote; and

when it is determined to provide the protection plan quote, communicate information regarding the protection plan quote to a user of the pre-owned electronic device.

10. The apparatus according to claim **9**, wherein the processor is further configured to: identify one or more